

Haematology Partnership Patient Engagement Session Feedback - 30.10.24

Engagement Event Purpose

The aim of the Hematology Engagement Event was to discuss with patients who were currently receiving treatment or having appointments with the Barnsley Hematology Service. From approximately summer 2025, it is proposed that Haematology inpatient beds will be provided at Rotherham Hospital for both Barnsley and Rotherham patients. We wanted share with you what the new combined inpatient service will look like, and to listen to your views and feedback. In addition it would provide an opportunity to meet with Clinical teams from Rotherham & Barnsley.

What does this mean for you?

- Barnsley Emergency and Acute Care will continue to accept Haematology patients to their emergency department and assessment areas. If an emergency admission is required for an acute illness, a discussion will be had with your consultant Haematologist to determine if transfer to the Haematology ward at Rotherham is required.
- Any planned care requiring an inpatient stay
- There will be no changes to the location for your Outpatient care or Chemotherapy Day Unit care, as these services will continue to be delivered at Barnsley Hospital by your specialist team who will remain the same, and you will still be able to contact them as usual

Patient Engagement Plan

- We will build a Patient Engagement plan with you which will:
- Use your feedback to support & develop the Combined Inpatient Model
- Ensure you as patients & your families are supported throughout the changes now, during and post transitioning of the combined unit.
- Create communication routes into our teams both to provide a platform where you can ask any questions and express your concerns along the way.
- Keep you updated, we will provide you with regular updates through the Patient Support Group

Next Steps

- Feedback to be provided
- Build the engagement Plan
- Arrange a visit / open day to Rotherham

What you value most & dont want to loose

The excellent care you already receive from the Barnsley team.
The engagement and friendliness of staff
To ensure families are looked after too.

You asked / You said

Why Rotherham?

A decision matrix was developed in line with National Guidance and scored at both Trusts using multiple criteria Rotherham being the preferred option.
Rotherham currently provides more intense specialist treatments and already has Medical trials up and running that can facilitate options for your care.

What about parking ?

It was acknowledged parking can be difficult, weekly parking passes are available at a concessionary rate for family members or carers who have an individual in the Hospital for a period longer than 7 days

Extending the distance of travel may make it difficult for my visitors

Unfortunately distance to travel can not be eliminated to help with this clear pathways and treatments may facilitate a reduced length in stay. We could potentially arrange contact using IPAD's

Increasing isolation if no regular visitors, adding anxieties linked to unfamiliarity of environment and the team

A visit to the Haematology ward at Rotherham to be organised to for Barnsley patients, family and staff this will:

- Create an opportunity to familiarise the environment & facilities
- Meet the Consultants, CNS, Consultants & Junior Doctors
- Meet some Rotherham Haematology patients and their families
- Provide a further opportunity for you to ask any questions.

If you require an inpatient stay we will explore the possibility of organising for your CNS Nurse from Barnsley to give you a video call as a touch point.

Will my wife be able to stay & support me (this is the experience received at Barnsley)?

Visiting at Rotherham on the Haematology ward is 11am-8pm with visiting restricted to 2 per bed, however on the ward depending on the circumstances this can be more flexible at nurse in charges discretion.

Will I still see my Clinical Nurse Specialist?

Absolutely your Clinical Nurse Specialist and your Consultant will continue to provide your care for any outpatient and Chemo Day Unit care.
Both Clinical Teams will work together to ensure you have a seamless pathway of care.

Our Commitment to you

Both Organisations are committed to working together and our Joint Ambition is to provide the best possible Haematology Service for our patients by working together we will be able to provide consistent, high quality and sustainable services in both locations.